

Dapitol Desktop Incident Report May 2012

As of 6/14/2012

Capitol Desktop Support

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Capitol Desktop Support	Amy Parker	0 0	1 0	0 0	1 0
	Brian Bintz	1 0	37 3	0 0	38 3
	Chad Poll	2 0	18 15	0 0	20 15
	Danielle Hood	0 0	1 0	0 0	1 0
	Paul Ross	0 0	114 67	10 1	124 68
	Scott Wunderlich	2 2	43 22	0 0	45 24
	Tom Hanson	0 0	36 35	0 0	36 35
	Assigned to Individual Total	5 2	250 142	10 1	265 145
Assigned Group Total		5 2	250 142	10 1	265 145

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
		High	Low	Medium	MIR Total
Capitol Desktop Support	Amy Parker	0 0	1 0	0 0	1 0
	Brian Bintz	1 0	37 4	0 0	38 4
	Chad Poll	2 0	18 1	0 0	20 1
	Danielle Hood	0 0	1 0	0 0	1 0
	Paul Ross	0 0	114 14	10 5	124 19
	Scott Wunderlich	2 0	43 2	0 0	45 2
	Tom Hanson	0 0	36 0	0 0	36 0
	Assigned to Individual Total	5 0	250 21	10 5	265 26
Assigned Group Total		5 0	250 21	10 5	265 26

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
		High	Low	Medium	ATTIR Total
Capitol Desktop Support	Amy Parker	0 0.00	1 0.13	0 0.00	1 0.13
	Brian Bintz	1 0.47	37 0.45	0 0.00	38 0.45
	Chad Poll	2 0.07	18 0.35	0 0.00	20 0.32
	Danielle Hood	0 0.00	1 0.06	0 0.00	1 0.06
	Paul Ross	0 0.00	114 0.36	10 7.22	124 0.92
	Scott Wunderlich	2 0.00	43 0.26	0 0.00	45 0.24
	Tom Hanson	0 0.00	36 0.21	0 0.00	36 0.21
	Assigned to Individual Total	5 0.12	250 0.33	10 7.22	265 0.59
Assigned Group Total		5 0.12	250 0.33	10 7.22	265 0.59

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
		High	Low	Medium	MR Total
Capitol Desktop Support	Amy Parker	0 0	1 1	0 0	1 1
	Brian Bintz	1 0	37 2	0 0	38 2
	Chad Poll	2 0	18 1	0 0	20 1
	Danielle Hood	0 0	1 0	0 0	1 0
	Paul Ross	0 0	114 0	10 5	124 5
	Scott Wunderlich	2 0	43 0	0 0	45 0
	Tom Hanson	0 0	36 2	0 0	36 2
	Assigned to Individual Total	5 0	250 6	10 5	265 11
Assigned Group Total		5 0	250 6	10 5	265 11

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
		High	Low	Medium	ATTR Total
Capitol Desktop Support	Amy Parker	0 0.00	1 8.23	0 0.00	1 8.23
	Brian Bintz	1 0.87	37 1.69	0 0.00	38 1.67
	Chad Poll	2 1.21	18 0.85	0 0.00	20 0.88
	Danielle Hood	0 0.00	1 0.06	0 0.00	1 0.06
	Paul Ross	0 0.00	114 0.67	10 9.21	124 1.37
	Scott Wunderlich	2 0.00	43 1.34	0 0.00	45 1.28
	Tom Hanson	0 0.00	36 1.98	0 0.00	36 1.98
	Assigned to Individual Total	5 0.66	250 1.17	10 9.21	265 1.46
Assigned Group Total		5 0.66	250 1.17	10 9.21	265 1.46

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Detail

INC000000505572	Mark Gunderson	None	None	None		TIR Missed: No	0.42
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	3.32
INC000000505634	Arleen Hearld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.56
INC000000506424	Jake W Garn	PC/Laptop	None	None		TIR Missed: No	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.73
INC000000506593	Alan Carlsen	Application	None	ZENworks for Desktops		TIR Missed: No	0.47
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	4.67
INC000000507266	Robbie Levine	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Attorney General	Low	Closed	TTR Missed: No	1.46
INC000000507295	Brent Lloyd	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000507348	Arlene Martinez	Application	Error	Adobe Acrobat		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.40
INC000000507399	Scott VanderLinden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000507404	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000507515	Adam Steab	Network	Virus	None		TIR Missed: No	0.26
	Capitol Desktop Support	Paul Ross	Technology Services	Medium	Closed	TTR Missed: Yes	5.04
INC000000507600	Nancy Neilson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000507771	David Buell	PC/Laptop	Performance	None		TIR Missed: No	0.13
	Capitol Desktop Support	Amy Parker	AGRC	Low	Closed	TTR Missed: Yes	8.23
INC000000507801	Bart Olsen	None	None	None		TIR Missed: No	0.38
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.74
INC000000507846	Tanji Northrup	None	None	None		TIR Missed: Yes	1.57
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	4.09
INC000000508083	Cathy Burton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.49
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.92
INC000000508097	Tamara Greening	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000508103	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000508105	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000508106	Scott VanderLinden	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508109	Carl Meek	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508208	Tyrel King	Application	Reporting	Action Request System		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.62
INC000000508223	Julie Sabato	Application	Reporting	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.61
INC000000508252	Betsy Jerome	Application	None	Adobe Acrobat		TIR Missed: Yes	1.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.19
INC000000508357	Natalie Powell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000508434	Allen Rollo	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	State Treasurer	Low	Closed	TTR Missed: No	0.00
INC000000508465	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000508468	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000508507	Sandra Halladay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.24
INC000000508535	Yolanda Larrymore	PC/Laptop	Error	None		TIR Missed: No	0.40
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.40
INC000000508586	Mike Higley	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.04
INC000000508655	Sandy Glaze	Application	None	Novell GroupWise		TIR Missed: No	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.68
INC000000508706	Adam Steab	Network	Virus	None		TIR Missed: No	0.55
	Capitol Desktop Support	Paul Ross	Technology Services	Medium	Closed	TTR Missed: No	3.75
INC000000508854	Cathy Burton	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.17

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INC000000508869	Vicki Schoenfeld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Closed	TTR Missed: No	0.00
INC000000508873	Jaimee George	Application	None	Internet Explorer		TIR Missed: No	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.99
INC000000508956	Susan M Thomas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.27
INC000000509033	Bart Grant	Network	Virus	None		TIR Missed: No	0.07
	Capitol Desktop Support	Paul Ross	Technology Services	Medium	Closed	TTR Missed: Yes	4.04
INC000000509033	Bart Grant	Network	Virus	None		TIR Missed: No	0.25
	Capitol Desktop Support	Paul Ross	Technology Services	Medium	Closed	TTR Missed: Yes	4.04
INC000000509065	Julie Sabato	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	2.94
INC000000509513	Lee Ericksen	Application	None	Novell GroupWise		TIR Missed: No	0.04
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.62
INC000000509515	Arleen Hearld	Application	None	BMI		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.25
INC000000509517	Tammy Villa-Humphries	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.00
INC000000509520	Diane Wilson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.00
INC000000509552	Brook McElmurry	PC/Laptop	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.76
INC000000509585	David Popelmayer	None	None	None		TIR Missed: No	0.47
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.60
INC000000509612	Silmara Charlesworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000509675	Hermoliva Abejar	Network	Incident	None		TIR Missed: No	0.24
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.16
INC000000509792	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000509879	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000510044	Gordon Jensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	0.00

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INC000000510113	Lyndrea Schauer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.26
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	4.80
INC000000510161	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.60
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low Closed	TTR Missed: No	0.88
INC000000510273	Debra Valentine	Application	None	None	TIR Missed: No	0.30
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low Closed	TTR Missed: No	0.61
INC000000510368	Boyd Evans	PC/Laptop	None	None	TIR Missed: No	0.74
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low Closed	TTR Missed: No	1.08
INC000000510383	Ken Hansen	Application	None	None	TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low Closed	TTR Missed: No	0.68
INC000000510387	Betsy Jerome	None	None	None	TIR Missed: Yes	1.30
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	1.68
INC000000510427	Hermoliva Abejar	None	None	None	TIR Missed: No	0.22
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low Closed	TTR Missed: No	0.43
INC000000510503	Gordon Jensen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low Closed	TTR Missed: No	0.00
INC000000510551	Marilee Richins	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low Closed	TTR Missed: No	0.00
INC000000510553	Sindy Smith	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Public Lands	Low Closed	TTR Missed: No	0.00
INC000000510554	Diane Wilson	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Closed	TTR Missed: No	0.00
INC000000510654	Scott Warner	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low Closed	TTR Missed: No	0.00
INC000000510677	Debra Valentine	Wireless Connectivity	Performance	None	TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	0.00
INC000000510694	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.36
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	1.36
INC000000510744	Connie Gines	Network	Error	None	TIR Missed: No	0.07
	Capitol Desktop Support	Brian Bintz	Technology Services	Low Closed	TTR Missed: No	1.39
INC000000510872	Sue Hoskins	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.22
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low Closed	TTR Missed: No	1.23
INC000000510915	Boyd Webb	None	None	None	TIR Missed: No	0.05
	Capitol Desktop Support	Tom Hanson	Technology Services	Low Closed	TTR Missed: No	4.07

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INC000000510915	Boyd Webb	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Technology Services	Low	Closed	TTR Missed: No	4.07
INC000000510928	Laura Shepherd	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.44
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.78
INC000000510942	Grace Reinhart	Print/Copy/Scan/Fax	None	Citrix ICA Client		TIR Missed: No	0.28
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.57
INC000000510969	Shane Sadler	None	None	None		TIR Missed: No	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.31
INC000000510996	Marilee Richins	None	None	None		TIR Missed: No	0.06
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.68
INC000000511090	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000511273	Jerry Gearheart	Application	Error	Microsoft Office		TIR Missed: No	0.20
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.97
INC000000511404	Connie Gines	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	0.46
INC000000511519	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000511521	Teresa Trusty	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000511580	Terry Davis	None	None	None		TIR Missed: No	0.48
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	1.37
INC000000511652	Angela Abbott	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	1.47
INC000000511813	Larry Simpson	PC/Laptop	Error	None		TIR Missed: No	0.17
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.59
INC000000511814	Corry Hill	Application	Password	PGP		TIR Missed: No	0.15
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.57
INC000000511817	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.41
INC000000511837	Angela M Martinez	Application	Password	PGP		TIR Missed: No	0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.41
INC000000511851	Kevin Lucus	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	7.04

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INC000000511865	Sheila Love	PC/Laptop	Performance	None		TIR Missed: No	0.25
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	4.77
INC000000511893	Marshall Hunsaker	Network	Virus	None		TIR Missed: Yes	1.83
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	1.83
INC000000511969	Laura Shepherd	Network	Error	None		TIR Missed: Yes	1.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.60
INC000000511987	Lorry Herrera	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.90
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.90
INC000000512220	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000512295	Tyler Gunnell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000512656	Debbie Gundersen	Network	Performance	Novell eDirectory		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.30
INC000000512673	Marilyn Thorstensen	Network	Error	None		TIR Missed: No	0.55
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.86
INC000000512757	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000512767	David A Stauffer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000512778	Gordon Jensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000512800	Matt Vanek	Application	None	Novell GroupWise 32-bit Window		TIR Missed: No	0.11
	Capitol Desktop Support	Chad Poll	Public Lands	Low	Closed	TTR Missed: No	2.24
INC000000512811	Tim Christensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.44
INC000000513004	Clayton Scrivner	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	0.00
INC000000513039	Paul Anderton	Network	Performance	None		TIR Missed: No	0.49
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.07
INC000000513041	Teresa Pinkal	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000513296	Julie Thompson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00

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INC000000513368	Loren Snodgrass	None	None	None		TIR Missed: No	0.79
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	1.03
INC000000513408	Carl Meek	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000513483	Heidi Petermann	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.64
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.90
INC000000513560	Kimball Tanner	Application	Password	ZENworks for Desktops		TIR Missed: No	0.27
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.36
INC000000513580	Paul Kearsley	None	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.23
INC000000513616	Laura Shepherd	Network	Error	None		TIR Missed: No	0.32
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.79
INC000000513672	Loretta Hamilton	Application	None	Internet Explorer		TIR Missed: No	0.57
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.64
INC000000513677	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000513723	Tani Downing	PC/Laptop	None	None		TIR Missed: No	0.07
	Capitol Desktop Support	Chad Poll	Administrative Services	High	Closed	TTR Missed: No	1.21
INC000000513724	Tani Downing	PC/Laptop	None	None		TIR Missed: No	0.06
	Capitol Desktop Support	Chad Poll	Administrative Services	High	Closed	TTR Missed: No	1.21
INC000000513754	Julie Sabato	Application	None	Java Media Framework		TIR Missed: No	0.21
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.41
INC000000513889	Jeffrey Coates	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000514280	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000514367	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000514390	Julie Sabato	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	1.77
INC000000514408	Sheila Love	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.79
INC000000514427	Steve Durtschi	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	1.81

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INC000000514441	Colette Sawyer	None	None	None		TIR Missed: No	0.30
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.23
INC000000514537	Colette Sawyer	Application	None	Novell GroupWise		TIR Missed: No	0.79
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.74
INC000000514564	Luanne Winters	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.54
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.65
INC000000514566	Hermoliva Abejar	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.20
INC000000514624	Bob Thompson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Career Service Review	Low	Closed	TTR Missed: No	3.57
INC000000514811	Tanya Price	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.24
INC000000515083	Ramona Goodwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.67
INC000000515171	Jennifer Porter	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.40
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.45
INC000000515327	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515330	Jilene Whitby	PC/Laptop	Hardware	None		TIR Missed: Yes	1.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.34
INC000000515441	Kelly Johnson	PC/Laptop	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.83
INC000000515547	Ramona Goodwin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515554	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515671	John Reidhead	PC/Laptop	Hardware	None		TIR Missed: No	0.01
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.01
INC000000515693	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515697	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515702	Robbie Levine	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Attorney General	Low	Closed	TTR Missed: No	0.00

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INC000000515717	Steven Jentzsch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515719	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000515802	David Flores	None	None	None		TIR Missed: No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.20
INC000000515873	Marshall Hunsaker	Network	Virus	None		TIR Missed: No	0.26
	Capitol Desktop Support	Paul Ross	Technology Services	Medium	Closed	TTR Missed: No	3.21
INC000000516021	Jake Unguren	Application	Password	Data Warehouse		TIR Missed: No	0.52
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.79
INC000000516171	Joanna Reese	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.37
INC000000516212	Cynthia Heyman	Network	None	None		TIR Missed: No	0.35
	Capitol Desktop Support	Tom Hanson	Technology Services	Low	Closed	TTR Missed: No	1.51
INC000000516324	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000516330	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000516347	Daniel O'bannon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000516349	Julie Clark	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000516422	Jeff Hawley	Application	Error	None		TIR Missed: Yes	3.74
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	3.74
INC000000516423	James Ray	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.34
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.95
INC000000516461	Smith Monson	PC/Laptop	Hardware	None		TIR Missed: Yes	1.90
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	4.87
INC000000516477	Scott Bingham	Network	Incident	None		TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.72
INC000000516747	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000516751	Darcie Trimble	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	1.65

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INC000000516828	Bart Olsen	PC/Laptop	None	None		TIR Missed: No	0.25
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.29
INC000000517115	Larry Simpson	Application	None	None		TIR Missed: No	0.32
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.42
INC000000517116	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000517180	Susan D Duckworth	PC/Laptop	None	None		TIR Missed: No	0.19
	Capitol Desktop Support	Scott Wunderlich	House of Representatives	Low	Closed	TTR Missed: No	4.04
INC000000517267	Janis Race-Bigelow	None	None	None		TIR Missed: No	0.20
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: Yes	6.83
INC000000517375	David A Stauffer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000517522	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.34
INC000000517531	Sandra Halladay	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.21
INC000000517595	Carma Hicks	Application	Error	None		TIR Missed: No	0.99
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.14
INC000000517646	Doug Chandler	Network	Incident	None		TIR Missed: No	0.74
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: Yes	6.83
INC000000517751	Sharyn Dobson	None	None	None		TIR Missed: Yes	5.80
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	5.80
INC000000517782	Ryan Huntsman	Application	Reporting	None		TIR Missed: No	0.39
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: Yes	6.08
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	2.41
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: No	2.43
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	31.18
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: No	2.43
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	2.41
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: Yes	31.74
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	31.18
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: Yes	31.74
INC000000517895	Malis Rasmussen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000517936	Larry Simpson	PC/Laptop	Performance	None		TIR Missed: No	0.60
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.61
INC000000517986	Michael Duffin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Closed	TTR Missed: No	0.20
INC000000518004	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000518087	Brad Tibbitts	None	None	None		TIR Missed: No	0.93
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.94
INC000000518110	Matthew Romney	Application	Error	Adobe Acrobat		TIR Missed: No	0.16
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	2.04
INC000000518133	Sandra Halladay	Application	Error	None		TIR Missed: No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.41
INC000000518164	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000518258	Bill Brandon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518260	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518264	Sharyn Dobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.05
INC000000518269	Bill Brandon	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518459	Loretta Hamilton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000518511	Laura Shepherd	PC/Laptop	Error	None		TIR Missed: Yes	1.05
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	1.12
INC000000518678	Vicki Schoenfeld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Closed	TTR Missed: No	0.00
INC000000518679	Wendy Peterson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000518751	Cole Gilmore	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000518837	Paul Anderton	Application	Error	Internet Explorer		TIR Missed: No	0.66
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	0.87

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INC000000519039	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.48
INC000000519104	Scott Blackham	Application	None	Microsoft Office		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.00
INC000000519127	Jeffie Dickerson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.68
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.16
INC000000519261	Randy Hughes	PC/Laptop	Hardware	None		TIR Missed: No	0.47
	Capitol Desktop Support	Brian Bintz	Technology Services	High	Closed	TTR Missed: No	0.87
INC000000519297	Laura Shepherd	PC/Laptop	Performance	None		TIR Missed: No	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.28
INC000000519325	Kimball Tanner	Application	Error	None		TIR Missed: Yes	1.07
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	4.84
INC000000519361	Paul Anderton	Application	Reporting	None		TIR Missed: No	0.76
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.05
INC000000519420	Akemi Dean	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Technology Services	Low	Closed	TTR Missed: No	1.54
INC000000519476	Rebecca Whitney	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: Yes	5.95
	Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: Yes	11.05
INC000000519717	Brian Spencer	Application	Error	Novell GroupWise		TIR Missed: Yes	1.43
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	3.27
INC000000519772	Julie Sabato	Application	Reporting	ARIES		TIR Missed: No	0.26
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	0.34
INC000000519878	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000519881	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000519987	Carl Meek	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000520000	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520004	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520007	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

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INC000000520009	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520011	Malis Rasmussen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520191	Brenda Veldevere	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000520247	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520460	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520473	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520555	Jennifer Joy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000520587	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520774	Merri Coleman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000520775	Randy Cooper	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000520776	Rich Hullinger	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Technology Services	Low	Closed	TTR Missed: No	0.07
INC000000520831	Cathy Burton	Application	Reporting	Internet Explorer		TIR Missed: No	0.42
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.54
INC000000520847	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000520852	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000521260	Heidi Acree	Print/Copy/Scan/Fax	None	None		TIR Missed: No	1.00
	Capitol Desktop Support	Brian Bintz	Technology Services	Low	Closed	TTR Missed: No	2.65
INC000000521272	David Flores	None	None	None		TIR Missed: Yes	4.60
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	4.60
INC000000521367	Rod Cromar	None	None	None		TIR Missed: No	0.06
	Capitol Desktop Support	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.06

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INC000000521501	Michael Foulger	Application	Reporting	Novell GroupWise	TIR Missed: No	0.19
	Capitol Desktop Support	Brian Bintz	AGRC	Low Closed	TTR Missed: No	0.49
INC000000521740	Laura Shepherd	Application	Error	None	TIR Missed: Yes	3.68
	Capitol Desktop Support	Paul Ross	Insurance	Medium Closed	TTR Missed: No	3.68
INC000000521758	Laura Shepherd	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000521881	Patricia M Kingsbury	Application	Password	PGP	TIR Missed: No	0.24
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	1.79
INC000000521949	Scott VanderLinden	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Technology Services	Low Closed	TTR Missed: No	0.00
INC000000522069	Jeffie Dickerson	Application	None	Novell GroupWise	TIR Missed: Yes	1.11
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low Closed	TTR Missed: No	2.06
INC000000522167	David Flores	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.74
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.74
INC000000522191	Colette Sawyer	Application	Error	None	TIR Missed: Yes	3.04
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	3.74
INC000000522269	Mark Austin	PC/Laptop	Hardware	None	TIR Missed: No	0.72
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	2.53
INC000000522299	Tomasz Serbinowski	None	None	None	TIR Missed: Yes	2.33
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	2.49
INC000000522416	Jenifer Christian	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000522419	Clarissa Crisp	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000522421	Hermoliva Abejar	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000522478	David Flores	Application	Reporting	Adobe Acrobat	TIR Missed: No	0.56
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.62
INC000000522483	David Flores	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.52
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.61
INC000000522568	Paul Anderton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	
INC000000522743	Tony Hancock	PC/Laptop	Error	None	TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low Closed	TTR Missed: No	4.12

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INC000000523414	Connie Gines	Application	Reporting	Remedy Incident Management	TIR Missed: No	0.42
	Capitol Desktop Support	Brian Bintz	Technology Services	Low Closed	TTR Missed: No	0.85
INC000000523464	Aaron Phillips	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000523516	Samantha Brouse	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000523550	Gail Fielding	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000523582	Luanne Winters	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000523716	Betsy Jerome	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.42
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.71
INC000000523753	Dava Berlinger-Butler	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00
INC000000523876	Matthew Boyer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.33
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low Closed	TTR Missed: No	2.16
INC000000524133	Don Willie	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000524242	Brenda Veldevere	Application	Password	Novell GroupWise	TIR Missed: No	0.14
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low Closed	TTR Missed: No	3.01
INC000000524266	Troy Stover	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.43
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.83
INC000000524287	Lynn Bodrero	None	None	None	TIR Missed: No	0.56
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.40
INC000000524330	Jesse Valenzuela	Application	Error	Novell GroupWise	TIR Missed: No	0.07
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	1.47
INC000000524569	Marilee Richins	None	None	None	TIR Missed: No	0.16
	Capitol Desktop Support	Chad Poll	Administrative Services	Low Closed	TTR Missed: No	1.95
INC000000524597	Emalee Gonsalves	Application	Password	None	TIR Missed: No	0.10
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low Closed	TTR Missed: No	1.80
INC000000524649	Sandy Glaze	None	None	None	TIR Missed: Yes	1.92
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	3.13
INC000000524764	Brad Tibbitts	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low Closed	TTR Missed: No	0.00

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INC000000524831	Loretta Tatum	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000525076	Gordon Jensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Technology Services	Low	Resolved	TTR Missed: No	0.00
INC000000525086	Brenda Veldevere	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000525185	Colette Sawyer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000525188	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.46
INC000000525315	Michael Covington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000525484	Linda Hardy	Application	Error	None		TIR Missed: No	0.30
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.31
INC000000525491	Marc Difrancesco	Application	Reporting	None		TIR Missed: No	0.22
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.45
INC000000525579	Paul Throckmorton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.51
INC000000525584	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.48
INC000000525725	Brenda Lee	Application	Error	None		TIR Missed: No	0.06
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.44